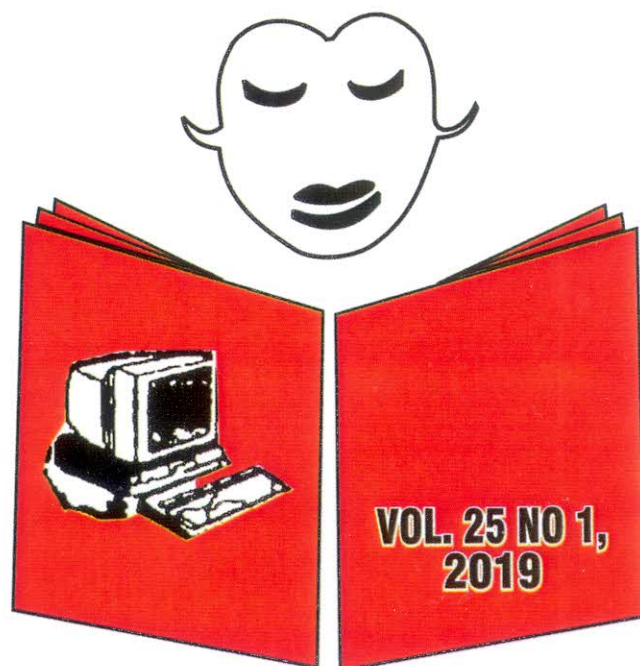
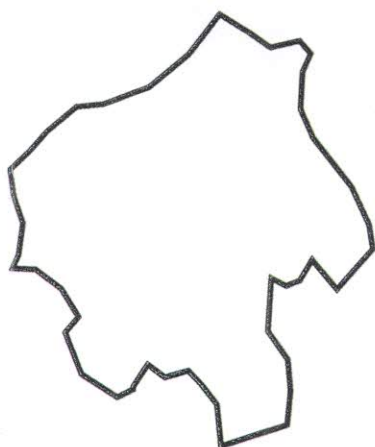


ISSN 0189-4412



# NIGERIAN LIBRARY AND INFORMATION SCIENCE REVIEW (NLISR)

JOURNAL OF OYO STATE CHAPTER OF  
THE NIGERIAN LIBRARY ASSOCIATION



# **NIGERIAN LIBRARY AND INFORMATION SCIENCE REVIEW (NLISR)**

*Journal of Oyo State Chapter of the Nigerian Library Association*

**Volume 25 Number 1, 2019**



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# INFORMATION AND COMMUNICATION TECHNOLOGY USE AND JOB SATISFACTION OF LIBRARIANS IN PRIVATE UNIVERSITY LIBRARIES IN OGUN STATE, NIGERIA

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## Abstract

*This study investigated ICT use and job satisfaction of librarians in private university libraries in Ogun State, Nigeria. Survey research design using total enumeration method was adopted and the instrument for data collection was questionnaire. The findings revealed that ICT facilities such as internet, computers, mobile phones, scanners, and so on were available in the libraries investigated. It was discovered that ICT facilities were used for cataloguing and classification, serials controls, circulation and reference services. The study found that the major challenges that hindered the librarians from the effective use of these facilities are insufficient time and erratic power supply. It was discovered that there is no significant relationship between ICT use and job satisfaction and of librarians at  $r = -.004$ ;  $p > 0.05$ . The paper concluded that although librarians indicated satisfaction with the use of ICT for their functions and services, the relationship between the use of ICT and job satisfaction was not significant. The study, therefore, recommended that the use of ICT in libraries and information centres be intensified while the Management of universities should address the issues of erratic power supply in libraries by providing standby alternative source of energy among others.*

## Keywords

ICT Use, Job Satisfaction, Librarians, Private University Libraries, Nigeria

## Introduction

Job satisfaction can be defined as the reaction to the job experience and further degree to which an employee is satisfied with stressed that there are various components that the job, this can be attributed to varied factors in are considered to be vital to job satisfaction. the work environment. Such factors may include These variables are important because they all the reward systems, work freedom, and the tools influence the way a person feels about his/her available in the work place. Olusegun (2013) job. These components include: the pay, defined job satisfaction as an individual's promotion, benefits, supervisor and co-workers:



work conditions, communication, safety, productivity, and the work itself.

Das and Baruah (2013) and Arzi and Farahbod (2014)\* pointed out the correlation between work performance, productivity, commitment, and retention and job satisfaction. The authors posited that Job satisfaction is seen as the relative degree of fulfilling and rewarding experience of both the career opportunities and work environment by the employee. It also relates to the extent to which employee's needs and expectations are met in comparison to the prevailing national and global standard (Martins and Coetzee, 2007). Aamodt (2007) postulated that where there is high level of job satisfaction, employees would not think of leaving even if there are available opportunities for a similar employment. Job satisfaction therefore determines employee retention and reduced turnover.

Job retention can be described as the degree to which an employee is willing to continue working for a particular organisation. It affects organisational sustainability and rating. Das and Baruah (2013) pointed out that the success of any organization depends upon the retention of key employees, and to a great extent customer satisfaction and overall organizational performance as well as attraction

of first rate skills and manpower sustainability.

Job satisfaction and retention relate to the Information and Communication Technology (ICT) use in library and information centres.

### **Literature Review**

ICT use in library and information centres implies the use of computers and other telecommunication facilities in library functions and services. It has revolutionized the entire library processes and activities. Adewale, Omolola and Ladipo (2012) pointed out that the use of ICT in library and information centres has changed the traditional library functions and services and has made it possible for libraries to acquire, process, store, disseminate and preserve information materials in different formats and locations for easy and convenient use by patrons. The authors further stressed that the advent of virtual libraries has made it possible for users to have access to vast collection of information over the internet.

The deployment of technologies in library and information centres has led to easy and increased accessibility of information resources, cost effectiveness, resource sharing, resource availability; it has reduced duplication of efforts and improved reliable storage and accuracy of information. (Arinola, Adigun, Oladeji and Adekunjo 2012, Hussain 2013;

Saleem, Tabusum and Batcha 2013).

Okonedo, Amusa, Bakare, Bamigboye and Alawiye (2014) cited Aina, et al (2010) and explained that globalization is possible through ICT: It enables libraries to access information using telecommunication based Internet resources. It provides the ability to create, organize, manipulate and access information from remote locations across the globe in a matter of seconds. Within a relatively little space of time, library patrons in any given library can have access to the resources or information from other libraries, both within and outside the country (where there is interaction) through the use of relevant ICTs. Saleem, Tabusum and Batcha, (2013) opined that ICT has assisted library professionals to provide value-added quality information services and also given remote access to available information resources.

ICT use in libraries may affect the job satisfaction and retention of librarians, it is believed that the use of ICT in library and information centres have numerous advantages to both the librarian and the information users; it saves time and efforts and it enables librarians to avoid unnecessary duplication of efforts, meet the users' information needs appropriately. The combination of these desirable benefits will

definitely impact positively on job satisfaction of librarians.

The prime source of job satisfaction and retention of the libraries' staff emanate from the sense of the accomplishment they experience when they can help patrons to meet their information needs and when they are able to impact their clientele in a prompt and positive manner in their work environment. This is achievable in ICT driven libraries. (Naque, Karim, Muqtadir and Anam, 2015; Jayaraman and Kumar, 2013).

In another study conducted by Owusu-Ansah, Mprah and Kumah (2014) on the impact of library automation on the job satisfaction of library staff, they discovered that automated libraries motivate the staff and lead to job satisfaction. They concluded that the automation project has positive correlation with job satisfaction of the library staff.

Bellary, Sadlapur and Naik (2015) investigated the impact of ICT on job satisfaction among library professionals working in NMIMS Deemed University, Mumbai. They found out that librarians were optimistic that technology improves their job performance and satisfaction. The findings also revealed that library professionals expressed low level of job satisfaction. They also cited



Jayaraman and Maheshkumar (2013), who discovered that respondents working in ICT libraries investigated were found less satisfied at their job.

### **Theoretical Framework**

#### **Technology Acceptance Model (TAM)**

ATM stand for Technology Acceptance Model, it was propounded by Davis (1986). The model explained that users' motivation to use technology can be attributed to three factors: perceived ease of use, perceived usefulness and attitude toward using the system. He further stressed that the attitude of users toward any system as to the use of information system or not is generally dependent on two major attributes: perceived ease of use and perceived usefulness and these two attributes determine whether a user will use any technology or not. The ATM version adopted in this study is perceived ease of use and perceived usefulness. The two version is related to this study because it address the variable in this study. (ICT

In the light of the above, this study is on ICT use as a determinant of job satisfaction and retention of librarians in private university libraries. The TAM theory is relevant to this work as it addresses the variables in this study and explains the attributes or the theory as the preconditions for the adoption and use of an

information technology system or not.

### **Statement of the Problem**

Human capital is a key success factor in any organization. Dissatisfied and unhappy employees in any organization will not perform maximally and this may translate into poor productivity, high rate of staff turnover and threat to an organization generally. Several studies have been done on job satisfaction of library personnel but it has been observed that none of these studies has investigated the two variables cover in this study on librarians in private university libraries especially in Ogun State Nigeria. Therefore, this research is set to investigate ICT use and job satisfaction of librarians in private university libraries in Ogun State, Nigeria.

### **Research Questions**

- i. Do the libraries under study have ICT facilities?
- ii. What type of ICT facilities are been use by librarians in your library?
- iii. How often do the librarians use these ICT facilities in your library?
- iv. What do the librarians use the ICT facilities for in their libraries?
- v. What training programmes are available for librarians ICT skills acquisition in their libraries?



vi What challenges hinder the use of ICT facilities by librarians in their libraries?

Hypothesis

Ho: There is no significant relationship between ICT use in libraries and job satisfaction of librarians.

Methodology

Survey research design was used for the study. Four (4) private university libraries adjudged by preliminary observation as having ICT facilities were selected for the study. They include Babcock University, Bells University of Technology, Covenant University and Crawford University; all in Ogun State, Nigeria. Total enumeration technique was also used to get responses from the librarians in the selected Universities. The instrument for data collection was questionnaire administered to all the librarians in the selected Universities. A total of 9 copies were administered in Babcock University Library, 7 copies were returned. 7 copies were administered in Bells University of Technology Library while 6 were returned. 19 copies were administered in Covenant University Library, and 14 were returned, and 5 copies administered in Crawford University and all were returned. A total of 40 copies of the questionnaire were administered in the four Universities and 32 copies were returned and used for data analysis, this represents 80% response rate. The data were analyzed using percentage method, and regression method.

Data Analysis and Interpretation of Results

Table 1 Demographic Data

Sex		Frequency	Percent
	Male	10	31.2
	Female	22	68.8
	Total	32	100.0
Designation		Frequency	Percent
	Assistant Librarian	7	21.9
	Librarian II	13	40.6
	Librarian I	9	28.1
	Senior Librarian	3	9.4
	Total	32	100.0

Table 1 shows the demographic data of the respondents. It revealed that 10 (31.2%. ) were male, while 22 (68.8%) were female. It also show the designation of the respondents. It can been seen that 7 (21.9%) were Assistant Librarian, 13 (40.6%) of respondents were Librarian II, also 9 (28.1%) were Librarian I, while 3 (9.4%) of the respondents were senior Librarian.

**Research Question 1:** What type of ICT facilities are been used in your library?

**Table 2:** Types of ICT facilities been used by the librarians in the libraries

Types of ICT facilities	Disagree		Agree	
	N	%	N	%
Internet facilities	2	6.3	30	93.8
Desktop computers	3	9.4	29	90.6
Laptops	6	18.8	26	81.3
Mobile phones	4	12.5	28	87.5
Scanners	3	9.4	29	90.6
Photocopiers	1	3.1	31	96.9
Printers	2	6.3	30	93.8

Table 3 shows the various ICT facilities that were available in the libraries for distinctive functions and services. It revealed that 30 (93.8%) of the respondents had internet facilities for their functions and services. In the same way, 29 (90.6%) respondents had desktop computers; 26 (81.3%) of the respondents had laptops. The Table also revealed that 28 (87.5%) of the respondents had mobile phones available for their functions and services. A total of 29 (90.6%) of the respondents had scanners; 31 (96.9%) respondents had photocopiers for their functions and services and 30 (93.8%) of the respondents had printers in their libraries for their functions and services.

**Research Question 2:** How often do the librarians use these ICT facilities in your library?

**Table 3:** Use ICT facilities by librarians

Frequency of use of ICT facilities in the libraries	Frequency	Percent
Occasionally	6	18.75
Weekly	4	12.5
Daily	22	68.75
Total	32	100

Table 3 shows the frequency of use of these ICT facilities by librarians in their libraries. It revealed that 22 (68.75%) of the respondents used the ICT facilities on daily basis. In the same way, 6 (18.75%) of the respondents used the ICT facilities on weekly basis, while 4 (12.5%) of the respondents used the ICT facilities occasionally.

**Research Question 3:** What use do the librarians put the ICT facilities in their libraries to?



Table 4: What the librarians use the ICT facilities for

What the librarians use the ICT facilities for	Disagree		Agree	
	N	%	N	%
I use ICT facilities for cataloguing and classification	1	3.1	31	96.9
I use ICT facilities serials control	5	15.6	27	84.4
I use ICT facilities for reference and circulation services	3	9.4	29	90.6
I use ICT facilities for preservation and security control	7	21.9	25	78.1
I use ICT facilities for Teaching and research	9	28.12	23	71.88
I use ICT facilities for collaboration	4	12.5	28	87.5
I use ICT facilities for making enquiries	7	21.9	25	78.1
I use ICT facilities for browsing	4	12.5	28	87.5

Table 4 uncovered the functions and services the librarians use the ICT facilities for. It displayed that majority of the respondents 31 (96.9%) use the ICT facilities for cataloguing and classification, 27 (84.4%) for serials control, 29 (90.6%) for reference and circulation services, and 25 (78.1%) for preservation and security control. It was also revealed in the table that the

majority of the respondents 23 (71.88%) use it for teaching and research, 28 (87.5%) for collaboration, 25 (78.1%) for making enquiries, and 28 (87.5%) for browsing respectively.

**Research Question 5:** What training programmes are available for librarians ICT skills acquisition in their libraries?

Table 6: Training programmes for librarians ICT skills' acquisition in their libraries

ICT skills programmes for librarians	Disagree		Agree	
	N	%	N	%
Computer training programmes	8	25.0	24	75.0
Internet search skills training	8	25.0	24	75.0
Seminars/ workshop on ICT skills acquisition	12	37.5	20	62.5

Table 6, the training programmes provided for the librarians. It showed that 24 (75.0%) of the respondents are provided with computer training programme; 24 (75.0%) have the opportunity to attend internet search skills programme, while 20 (62.5%) have the opportunity to attend seminars/workshops on

ICT skills acquisition.

**Research Question 6:** What are the challenges the librarians face in using ICT facilities in their libraries?

Table 7: Challenges hindering the librarians' use of ICT facilities in their libraries

Challenges	Disagree		Agree	
	N	%	N	%
Lack of skills	30	93.8	2	6.3
Insufficient Bandwidth	14	43.8	18	56.3
Shortage of ICT facilities	23	71.9	9	28.1
Poor Management attitude	30	93.8	2	6.3
Power failure	18	56.3	14	43.8
ICT phobia	29	90.6	3	9.4

Table 7 revealed the challenges hindering the of the respondents complained of poor librarians' use of ICT facilities in their libraries. management attitude, 14 (43.8%) of the respondents lack ICT skills, 18 (56.3%) of the respondents lack ICT facilities, also 9 (28.1%) of the respondents indicated that power failure hindered them from using ICT facilities, and 3 (9.4%) of the respondents stated that ICT phobia hindered them from using ICT facilities. While 2 (6.3%) of the respondents lack ICT facilities.

Table 8: Hypothesis Testing

Ho; there is no significant relationship between ICT use and job satisfaction of Librarians

Variables	Mean	Standard Deviation (SD)	N	R	P	Remark
ICT USE	3.46	0.14	33	-0.004	0.-05	-Sig.
Job Satisfaction	3.57	0.11				

Significant at 0.05 level

Table 8 tests the hypothesis that sought to determine if there is any relationship between ICT use in libraries and job satisfaction of librarians. The findings revealed that there was no positive significant relationship between ICT use in libraries and job satisfaction of librarians at  $r = 0.004$ ;  $p \geq 0.05$ . It implies that although ICT use in libraries has effect on librarian's job satisfaction, the relationship between ICT use in libraries and job satisfaction of librarian is not significant. This also implies that job satisfaction cannot be determined by the use ICT facilities alone.

#### Discussion of the findings

The findings of this study discovered that various ICT facilities such as internet, computers, mobile phones, scanners and so on were available in the investigated libraries. Owusu-Ansah, Mprah and Kumah (2014) that investigated the impact of library automation on the job satisfaction of library staff and discovered that automated libraries motivate the



staff and it leads to job satisfaction; the authors concluded that the automation project in the library they investigated has resulted in job satisfaction of library staff. Also, Bellary, Sadlapur and Naik (2015) found that the use of ICT facilities by librarians improve their job satisfaction. This research also discovered that majority of the respondents were provided with ICT training programmes like internet search skills and they attend seminars and workshops to build ICT skills.

The major challenges that hindered the librarians from effective use of the ICT facilities were insufficient bandwidth and erratic power supply. This corroborated the findings of Ansah, Mprah and Kumah (2014), who discovered that unstable power supply hindered the use of ICT facilities in the libraries they investigated. This study discovered that there is no significant relationship between ICT use and job satisfaction of librarians in the universities investigated. This implies that the availability and use of ICT facilities in these libraries have no significant relationship with the librarians' job satisfaction, and there is the existence of other predictors that may determine the job satisfaction of librarians. This finding also corroborated the earlier finding of Bellary, Sadlapur and Naik (2015), who discovered that

professional librarians working in automated libraries expressed low level of job satisfaction as well as citing Jayaraman and Maheshkumar (2013) that discovered that respondents working in ICT libraries they investigated were less satisfied at their jobs.

### Conclusion

Although ICT use in libraries and information centers have impact on the job satisfaction and retention rate of librarians in many ways, it has been discovered from this study that the relationship between ICT use and job satisfaction of librarians is not significant

### Recommendations

- i. Management of library and information centers should intensify efforts on the regular use of ICT facilities in library functions and services so as to enhance the librarian's satisfaction.
- ii. University management should address the issue of erratic power supply as a hindrance to effective use of ICT facilities in library and information centres as this may lead to dissatisfaction on the job. Therefore, there is the need for the libraries to have standby alternative sources of energy.
- iii. There is the need for institutional/library management to provide the necessary

ICT skills acquisition training for effective use of the available facilities.

Librarians should also think of alternative sources of ICT training, through sponsorship to local and international conferences by Non-governmental Organisations (NGO) and Multi-national Companies.

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